



## Instruction Manual

Document Camera Controller Software

# Image Mate

Please read this manual carefully before using Image Mate.

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# Introduction

## Welcome!

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Thank you very much for purchasing this Document Camera from ELMO Co., Ltd.

This instruction manual will guide you through using the Image Mate document camera controller software.

Please read this instruction manual carefully before using Image Mate.

## Notes

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- The sample screens shown in this manual may differ from those you see while using our software.
- When USB Mode is set to Mass Storage on this device, Image Mate will not operate correctly. Be sure to set the mode to Application Mode.
- For the latest instruction manual, installation manual, and firmware information, go to the ELMO web site.
- When using Image Mate, be sure to refer to the instruction manual supplied with the device.
- Depending on the OS, Image Mate may not display the correct fonts.

# Before Use

## System Requirements

Your computer must meet the following requirements to use the applications.

### When Using a Computer Running Windows

<b>Computer model</b>	Hardware running a supported operating system	
<b>OS</b>	Windows XP SP3, Windows Vista, Windows 7, Windows 8, Windows 8.1 64-bit versions supported (excluding Windows XP 64-bit version)	
<b>Minimum operating specifications</b>	Intel Core 2 Duo or equivalent or better, RAM: 2 GB or more	
<b>Hard disk</b>	1 GB or more	
<b>Display</b>	1024 x 768 pixels or more, Approximately 16.7 million colors	
<b>USB</b>	Built-in USB port (Hi-Speed recommended)	
<b>Document camera</b>	<ul style="list-style-type: none"><li>• TT-02RX</li><li>• L-1ex</li><li>• TT-12</li><li>• L-12</li><li>• TT-12i</li><li>• L-12i</li><li>• TT-12iD</li><li>• L-12iD</li><li>• P10</li><li>• P30HD</li><li>• P100HD</li><li>• MO-1</li><li>• MO-1w</li></ul>	



Caution

- If a sound device cannot be used, some of the functions may not operate.

## When Using a Computer Running Mac OS X

<b>Computer model</b>	Hardware running Mac OS X	
<b>OS</b>	Mac OS X 10.6.8, 10.7.x, 10.8.x, 10.9.x	
<b>Minimum operating specifications</b>	Intel Core 2 Duo or equivalent or better, RAM: 1 GB or more	
<b>Hard disk</b>	1 GB or more	
<b>Display</b>	1024 x 768 pixels or more, Approximately 16.7 million colors	
<b>USB</b>	Built-in USB port (Hi-Speed recommended)	
<b>Software</b>	QuickTime Player 10.0	
<b>Document camera</b>	<ul style="list-style-type: none"><li>• TT-02RX</li><li>• L-1ex</li><li>• TT-12</li><li>• L-12</li><li>• TT-12i</li><li>• L-12i</li><li>• TT-12iD</li><li>• L-12iD</li><li>• P10</li><li>• P30HD</li><li>• P100HD</li><li>• MO-1</li><li>• MO-1w</li></ul>	



Caution

- If a sound device cannot be used, some of the functions may not operate.
- To output the audio from MO-1/MO-1w/L-12i/TT-12i/L-12iD/TT-12iD, you have to go to the Settings -> Audio -> Input to select the camera and restart this application.

# Installing/Uninstalling and Setting Up

## When Using a Computer Running Windows

### Installing

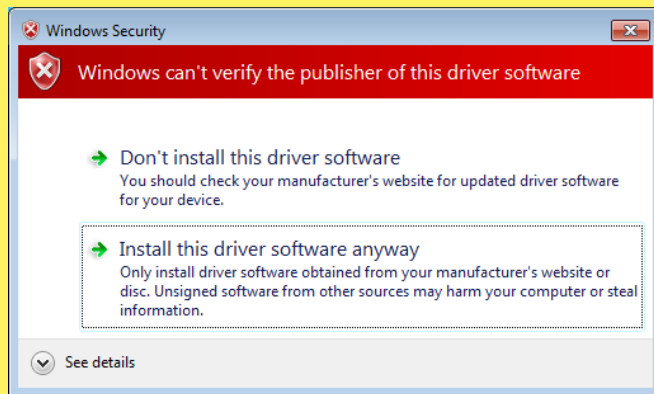
1. Login as an administrator, and then insert the CD-ROM into the computer.
2. The installation program is launched.

(If the installation program does not start, double click the file " **Win/startup.exe** " on the CD-ROM.)

3. Select the appropriate language, run Image Mate install, and then follow the instructions on the screen to install the program.



- If Image Mate is already in your computer, uninstall it before installing Image Mate.



- During the installation, a message "Windows can't verify the publisher of this driver software" may appear. In that case, select "Install this driver software anyway".

### Setting up

1. Connect the document camera to the computer using the supplied USB cable, and then turn on the power for the device.
2. Select the Image Mate icon and launch Image Mate.



### Uninstalling

1. Login as an administrator.
2. From the **Start** menu, select **ELMO, Image Mate**, and then click **Uninstall**.
3. The uninstallation program is launched. Follow the instructions on the screen to uninstall the program.

# When Using a Computer Running Mac OS X

## Installing

1. Login as an administrator, and then insert the CD-ROM into the computer.
2. From the **Mac** folder in the root folder of the CD-ROM, double click the file "**ImageMate.pkg**".
3. The installation program is launched. Follow the instructions on the screen to install the program.



- If Image Mate is already in your computer, uninstall it before installing Image Mate.

## Setting up

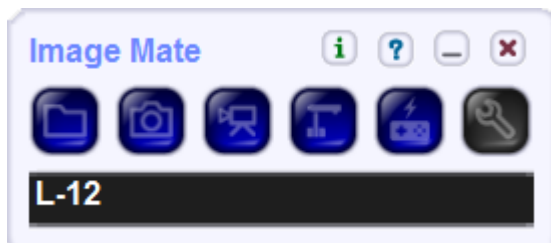
1. Connect the document camera to the computer using the supplied USB cable, and then turn on the power for the device.
2. Select the "**Applications/Image Mate.app**" and launch Image Mate.













# Explanation of Screens and Buttons

## Main Window

When the application is launched, the following Main Window appears.



Icon	Details	Shortcut
	Open a still image or movie file created using Image Mate.	Ctrl + O
	Capture and display a still image from the document camera. You can also draw figures on the captured still image. " <a href="#">Image Display Window</a> "	Ctrl + P
	Display the recording tool. " <a href="#">Recording Tool Window</a> "	Ctrl + R
	Display images from the document camera in real time. It is also possible to draw figures on images. " <a href="#">Live Image Display Window</a> "	Ctrl + L
	Display the document camera remote control. " <a href="#">Document Camera Remote Control Window</a> "	Ctrl + C
	Perform Image Mate settings. " <a href="#">Settings Window</a> "	Ctrl + S
	Display the versions of Image Mate and the document camera.	None
	Open Help.	None
	Minimize the Main Window.	None
	Close the Main Window and exit Image Mate.	Ctrl + Q






# Live Image Display Window

This function displays live images from the document camera.  
You can draw figures on the displayed live image.



For a description of Live Image tools, refer to the following table.

Icon	Name	Details	Shortcut
	Pen Tool	Draw lines and shapes. The current shape is displayed.	Ctrl + P
	Pen Settings	Display the pen settings tool. The current pen settings are displayed.	None
	Eraser Tool	Erase a figure you have drawn.	None
	Clear All	Erase all the figures you have drawn.	Ctrl + A
	Undo	Return to the previous state. There is an upper limit to the number of times the program can go back.	Ctrl + Z
	Redo	Reverse the Undo operation.	Ctrl + Y
	Save As	Save a still image with a new name.	None

Icon	Name	Details	Shortcut
	Just Fit	Display at the optimum size for the current window.	Ctrl + J
	Zoom In	Enlarge the image.	Ctrl + +
	Zoom Out	Reduce the image.	Ctrl + -
	Hand Tool	Enter Hand Tool mode.	Ctrl + H
	Rotate image	Rotate an image sent from the document camera 180°.	None



- The shortcuts can be used at the selected window.
- Pressing the **Esc** key closes full screen display during full screen display and closes the window during normal display.



## Note

- The highlighted functions can be used in the expert mode of the [Settings Window](#).
- For details about drawing, see [Drawing a Figure](#).








# Image Display Window

Capture live images from the document camera as a still image or open and display still image files. You can draw figures on the displayed still image.



For a description of the Image Display tools, refer to the following table.

Icon	Name	Details	Shortcut
	Pen Tool	Draw lines and shapes. The current shape is displayed.	Ctrl + P
	Pen Settings	Display the pen settings tool. The current pen settings are displayed.	None
	Eraser Tool	Erase a figure you have drawn.	None
	Clear All	Erase all figures you have drawn.	Ctrl + A
	Undo	Return to the previous state. There is an upper limit to the number of times the program can go back.	Ctrl + Z
	Redo	Reverse the Undo operation.	Ctrl + Y
	Rotate Clockwise	Rotate the image 90° clockwise.	None

Icon	Name	Details	Shortcut
	Adjust Image	Display the image adjustment tool.	None
	Overwrite	Overwrite the current file and save.	Ctrl + S
	Save As	Save an image with a new name.	None
	Just Fit	Display at the optimum size for the current window.	Ctrl + J
	Zoom In	Enlarge the image.	Ctrl + +
	Zoom Out	Reduce the image.	Ctrl + -
	Hand Tool	Enter Hand Tool mode.	Ctrl + H



- The shortcuts can be used at the selected window.
- Pressing the **Esc** key closes full screen display during full screen display and closes the window during normal display.



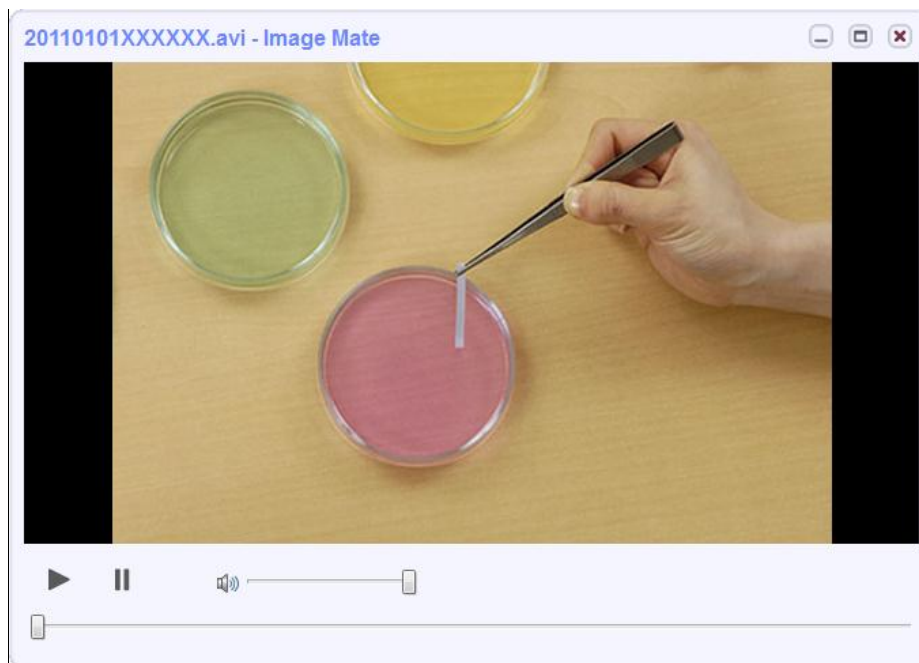
- The highlighted functions can be used in the expert mode of the [Settings Window](#).
- For details about drawing, see [Drawing a Figure](#).

## Movie Display Window





Play movie files created using Image Mate.

The Movie Display Window differs by file type.

### AVI Files (For Windows/ Mac)



For a description of the Movie Display tools, refer to the following table.

Icon	Name	Details	Shortcut
	Play	Play the selected movie file.	Ctrl + P
	Pause	Pause playback.	Space
	Volume	Adjust the playback volume.	None
	Mute	Mute the playback sound.	None



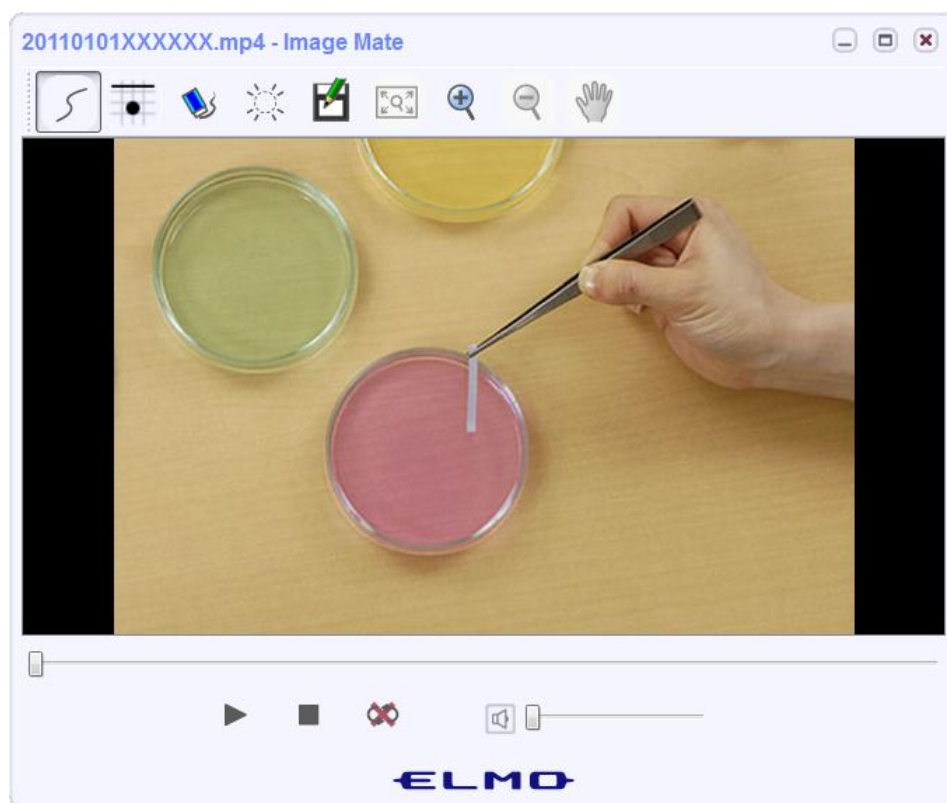
- The shortcuts can be used at the selected window.
- Pressing the **Esc** key closes full screen display during full screen display and closes the window during normal display.



- For details, see [Playing a Movie](#).










## MP4 Files (For Windows)

You can draw figures on the displayed movie.



For a description of the Movie Display tools, refer to the following table.

Icon	Name	Details	Shortcut
	Pen Tool	Draw lines and shapes. The current shape is displayed.	Ctrl + P
	Pen Settings	Display the pen settings tool. The current pen settings are displayed.	None
	Eraser Tool	Erase a figure you have drawn.	None
	Clear All	Erase all figures you have drawn.	Ctrl + A
	Undo	Return to the previous state. There is an upper limit to the number of times the program can go back.	Ctrl + Z
	Redo	Reverse the Undo operation.	Ctrl + Y
	Save As	Save a still image with a new name.	None

Icon	Name	Details	Shortcut
	Just Fit	Display at the optimum size for the current window.	Ctrl + J
	Zoom In	Enlarge the image.	Ctrl + +
	Zoom Out	Reduce the image.	Ctrl + -
	Hand Tool	Enter Hand Tool mode.	Ctrl + H
	Play	Play the selected movie file.	None
	Pause	Pause playback.	None
	Stop	Stop playback.	None
	Repeat	Repeat image playback.	None
	No Repeat	Play the image once.	None
	Volume	Adjust the playback volume.	None
	Mute	Mute the playback sound.	None



Caution

- The shortcuts can be used at the selected window.
- Pressing the **Esc** key closes full screen display during full screen display and closes the window during normal display.





## Note





- For details, see [Playing a Movie](#).
- For details about drawing, see [Drawing a Figure](#).

## Recording Tool Window

This function allows you to record live images from the document camera and save them to your computer.



	Indicates normal recording.
	Indicates long-time recording.

Icon	Name	Details
	Start recording	Start recording images.
	Stop recording	Stop recording images.
	Disk space used	Displays the amount of disk space used for the current recording.
	Recording time elapsed	Displays the elapsed recording time. Days/Hours: Minutes: Seconds



- The shortcuts can be used at the selected window.
- Use the **Esc** key to close the window.
- Windows Vista does not support AVI recording.
- The Recording tool window is displayed when the Recording start button is pressed. Enter the file name and select the file format (MP4/ AVI/ MP4 fragment). The recording starts when the Save button is pressed.
- Fragment file is a method to record the fragmented image data. It can be displayed directly by ELMO Document Camera L-12, TT-12, L-12i, TT-12i, L-12iD, TT-12iD, P30HD, and P100HD. It may not be displayed by some video player such as Windows Media Player. In that case, select MP4 as the recording format.

# Document Camera Remote Control Window

This function allows you to operate the document camera.



Icon	Name	Details	Shortcut
	Zoom In	Zoom in.	+
	Zoom Out	Zoom out.	-
	Focus (Near)	Focus near.	None
	Focus (Far)	Focus far.	None
	Auto Focus	Adjust the focus automatically.	Enter
	Brightness (Brighten)	Brighten the camera image.	Page Up
	Brightness (Darken)	Darken the camera image.	Page Down
	Reset Brightness	Set the brightness to the factory setting.	None
	Close	Close the Document Camera Remote Control Window.	None



Caution

- The digital zoom of the document camera cannot be operated with the Zoom In/Out functions.
- If the brightness setting of this device is set to Manual, the Reset Brightness function cannot be used.



## Note

- The shortcuts for the main operations of the document camera can be used when Image Mate is active.

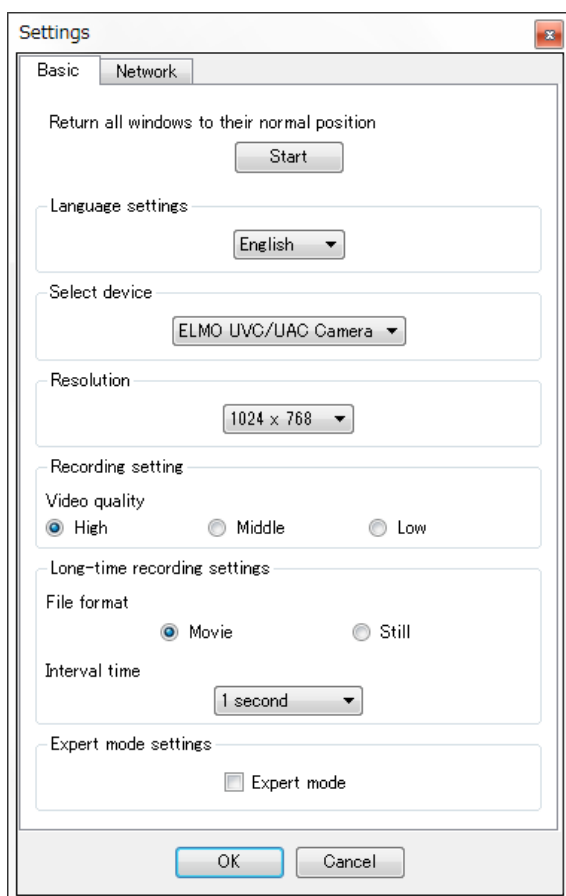
# Settings Window

## Basic settings.

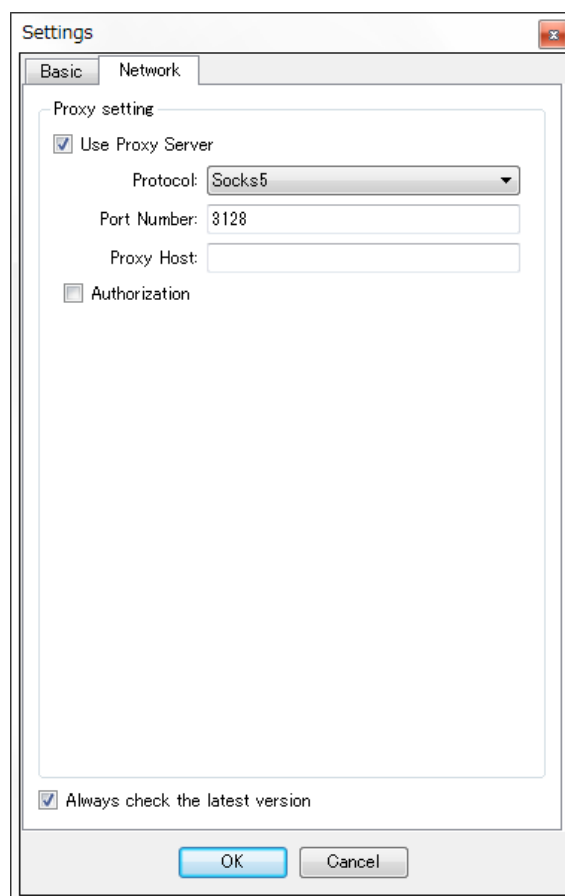
- Return each window to its normal position
- Switch the display language
- Switch the document camera to be controlled
- Switch the image size
- Switch the image quality
  - File format
  - Interval time
- Switch to expert mode

## Network settings.

- Update setting for Image Mate


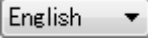


Basic settings


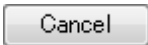


Network settings






## Basic settings

Display	Details
	Return each window to its normal position.
	Switch the display language.

Display	Details																			
<div>ELMO UVC/UAC Camera ▼</div>	Select the document camera connected to the computer.																			
<div>1024 × 768 ▼</div>	Configures the resolution setting of the document camera when UVC/UAC Camera is connected.																			
<div><div>Select image size</div><div><input checked="" type="radio"/> 1280 × 960 <input type="radio"/> 1024 × 768 <input type="radio"/> 640 × 480</div></div>	<div>Set the size of the images used with Image Mate.</div> <div><ul style="list-style-type: none"><li>The display may differ depending on the status of the document camera.</li></ul></div> <table><tr><th>Model</th><th>Document camera status</th><th>Selectable image sizes</th></tr><tr><td rowspan="3">L-1ex/ TT-02RX</td><td>DIP switch: SXGA</td><td>1280 × 1024, 1024 × 816, 640 × 512</td></tr><tr><td>DIP switch: WXGA</td><td>1280 × 800, 1024 × 640, 640 × 400</td></tr><tr><td>DIP switch: XGA</td><td>1280 × 960, 1024 × 768, 640 × 480</td></tr><tr><td rowspan="4">P10</td><td>DIP switch: SXGA OSD setting: SXGA</td><td>1280 × 1024, 1024 × 816, 640 × 512</td></tr><tr><td>DIP switch: SXGA OSD setting: 720P</td><td>1280 × 720, 1024 × 576, 640 × 360</td></tr><tr><td>DIP switch: WXGA</td><td>1280 × 800, 1024 × 640, 640 × 400</td></tr><tr><td>DIP switch: XGA</td><td>1280 × 960, 1024 × 768, 640 × 480</td></tr></table>	Model	Document camera status	Selectable image sizes	L-1ex/ TT-02RX	DIP switch: SXGA	1280 × 1024, 1024 × 816, 640 × 512	DIP switch: WXGA	1280 × 800, 1024 × 640, 640 × 400	DIP switch: XGA	1280 × 960, 1024 × 768, 640 × 480	P10	DIP switch: SXGA OSD setting: SXGA	1280 × 1024, 1024 × 816, 640 × 512	DIP switch: SXGA OSD setting: 720P	1280 × 720, 1024 × 576, 640 × 360	DIP switch: WXGA	1280 × 800, 1024 × 640, 640 × 400	DIP switch: XGA	1280 × 960, 1024 × 768, 640 × 480
Model	Document camera status	Selectable image sizes																		
L-1ex/ TT-02RX	DIP switch: SXGA	1280 × 1024, 1024 × 816, 640 × 512																		
	DIP switch: WXGA	1280 × 800, 1024 × 640, 640 × 400																		
	DIP switch: XGA	1280 × 960, 1024 × 768, 640 × 480																		
P10	DIP switch: SXGA OSD setting: SXGA	1280 × 1024, 1024 × 816, 640 × 512																		
	DIP switch: SXGA OSD setting: 720P	1280 × 720, 1024 × 576, 640 × 360																		
	DIP switch: WXGA	1280 × 800, 1024 × 640, 640 × 400																		
	DIP switch: XGA	1280 × 960, 1024 × 768, 640 × 480																		
<div><div>Select image quality</div><div><input type="radio"/> High <input checked="" type="radio"/> Middle <input type="radio"/> Low</div></div>	Select the quality of the images from the document camera.																			
<div><div>Recording setting</div><div><div>Video quality</div><div><input type="radio"/> High <input checked="" type="radio"/> Middle <input type="radio"/> Low</div></div></div>	Select the recording video quality.																			
<div><div>File format</div><div><input checked="" type="radio"/> Movie <input type="radio"/> Still</div></div>	Select the save file format for long-time recording. <a href="#">Recording Using Long-time Recording</a>																			
<div>1 minute ▼</div>	Set the interval time for shooting images in long-time recording. Select from 1 second, 3 seconds, 5 seconds, 10 seconds, 30 seconds, 1 minute, 3 minutes, 5 minutes, 10 minutes, 30 minutes, 1 hour, 3 hours, 6 hours, 12 hours, or 24 hours.																			
<div><input type="checkbox"/> Expert mode</div>	Switch to expert mode settings. In expert mode, extended functions can be used.																			

Display	Details
	Confirm the settings.
	Cancel the settings. The shortcut for this button is the <b>Esc</b> key.

## Network settings

Display	Details
<input checked="" type="checkbox"/> Always check the latest version	To set Enable/Disable the automatic update. If the automatic update function is enabled, Image Mate automatically checks the latest version when it is started.
<input type="checkbox"/> Use Proxy Server	To set Enable/Disable the proxy setting.
Protocol: 	To set the protocol. <ul style="list-style-type: none"> <li>■ Socks5</li> <li>■ Http</li> <li>■ HttpCaching</li> <li>■ FtpCaching</li> </ul>
Port Number: 	To set the port number.
Proxy Host: 	To set the proxy host.
<input type="checkbox"/> Authorization	To set Enable/Disable the authorization.
User Name: 	To set the user name for the authorization.
Password: 	To set the password for the authorization.



- For details about the network settings, consult with your network administrator.

# Recording

## About Recording

There are two recording methods. You can use “Normal recording”, which records live images as a movie ([Recording Using Normal Recording](#)), or you can use “Long-time recording”, which records images at times (interval times) set beforehand ([Recording Using Long-Time Recording](#)).

In “Normal recording”, audio from a microphone connected to the computer can be recorded along with the live image recording.

In “Long-time recording”, you can select a recording method from movie or still image. Audio from a computer cannot be recorded during long-time recording.



Caution


- Depending on the computer's performance and load, you may not be able to record images and audio properly.
- Depending on the computer's performance and image scenes, the images and the audio may not be synchronized.
- You may not be able to play movies recorded using Image Mate under other environments.
- The recording time may differ from the created movie time.
- If the empty space on the disk is 5% or less, recording is stopped.
- When recording in Full-HD (1920x1020) there may be some limits depending on your computer.

## Recording Using Normal Recording

Live images are recorded as a movie.

Audio from a microphone connected to the computer is recorded.

1. Open the Settings Window


Select  from the [Main Window](#).

2. Perform recording settings



Set the following item at the [Settings Window](#).

- Image quality

3. Open the Recording Tool Window

Select  from the [Main Window](#).

4. Start recording



Select  next to the  symbol.





5. Save the movie file



- Set the destination and file name, and then save the file.
- Recording starts.

The following items are displayed during recording:

-  The disk space used is indicated by the red bar.
-  The recording time is displayed as follows: Days/Hours: Minutes: Seconds

- The recording tool button  and recording start button  flash.

## 6. Stop recording

Select  next to the  symbol.


# Recording Using Long-Time Recording

You can record at times (interval times) set from the [Settings Window](#) beforehand.

You can choose a recording method between movie and still image.

Audio from a computer cannot be recorded during long-time recording.

## 1. Open the Settings Window


Select  from the [Main Window](#).

## 2. Perform recording settings



Set the following items at the [Settings Window](#).

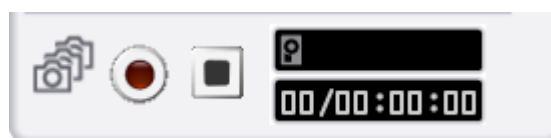
- Image quality
- Image size
- File format
- Interval time

## 3. Open the Recording Tool Window

Select  from the [Main Window](#).

## 4. Start recording


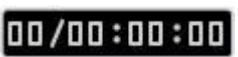


Select  next to the  symbol.




## 5. Save the movie file

- Set the destination and file name, and then save the file.
- Recording starts.

The following items are displayed during recording:

-  The disk space used is indicated by the red bar.
-  The recording time is displayed as follows: Days/Hours: Minutes: Seconds
- The recording tool button  and recording start button  flash.


## 6. Stop recording

Select  next to the  symbol.

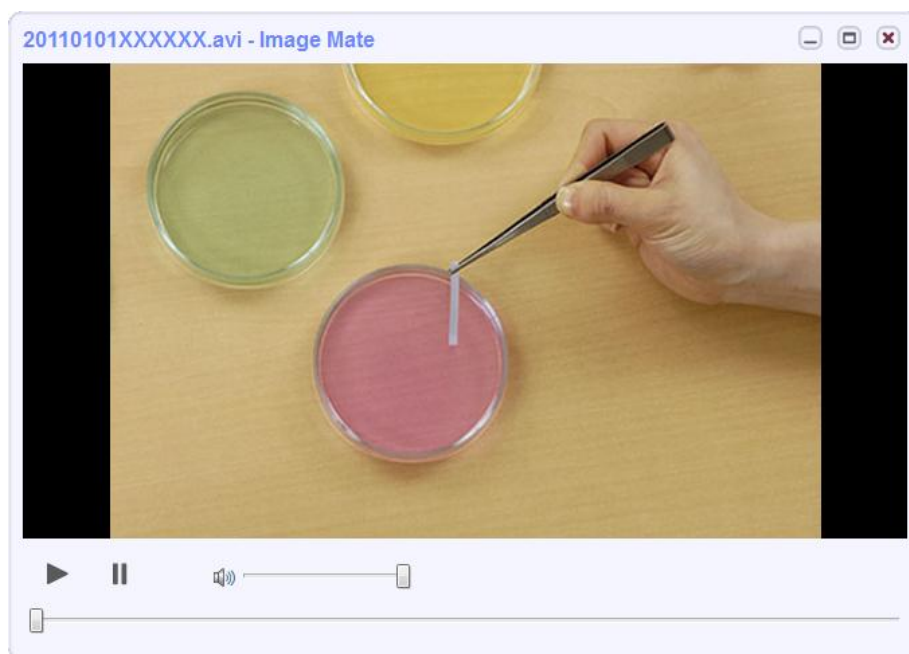
# Watching a Movie





## Playing a Movie

### 1. Select a file

Select  from the [Main Window](#), and then select the recorded file you want to play. When a file is selected, it is automatically played. The Movie Display Window differs by the selected file.

### 2. Play the recorded file



-  Play the file.
-  Pause playback.
-  Adjust the playback volume between 0 (mute) and 100 (maximum).
-  Mute the playback sound.



- Depending on the computer's operating environment and the file type, the file may not be played correctly.




- When you use Windows, it is possible to draw on the displayed recorded image by selecting an mp4 file. For details, see [Drawing a Figure](#).

# Viewing a Still Image

## Displaying a Still Image

1. Select the still image file

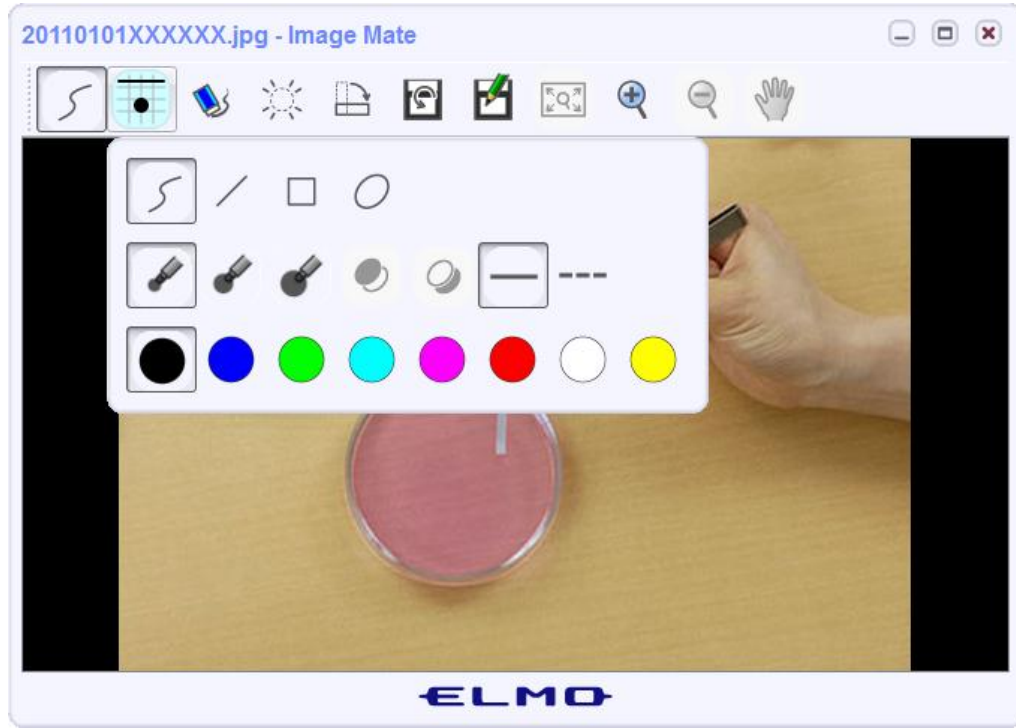
Select  from the [Main Window](#), and then select a still image file.  
The selected still image file is displayed.



# Using the Drawing Tools





## Changing Pen Settings

1. Select Pen Settings to open the Pen Settings Window.






- The Pen Settings Window is closed if a certain amount of time passes after it is displayed or after the cursor is moved inside the window and then outside the window.



2. Select a figure

Icon	Name	Details
	Free hand	Make free hand drawings.
	Straight line	Draw a straight line.
	Square	Draw a square shape.
	Circle	Draw a circle.



### 3. Select the line width

Icon	Name	Details
	Thin	Draw a thin line.
	Regular	Draw a regular line.
	Thick	Draw a thick line.

### 4. Select fill

Icon	Name	Details
	Fill	Fill a drawn figure.
	Lines only	Draw a figure using lines only.

### 5. Select a line type




Icon	Name	Details
	Solid line	Draw a figure using solid lines.
	Dotted line	Draw a figure using dotted lines.

### 6. Select a color



Draw using the selected color.

### 7. Select transparency

Icon	Name	Details
	High	Draw using high transparency.
	Low	Draw using low transparency.
	None	Draw using no transparency.



Caution

- Depending on the selected shape, some settings cannot be changed.



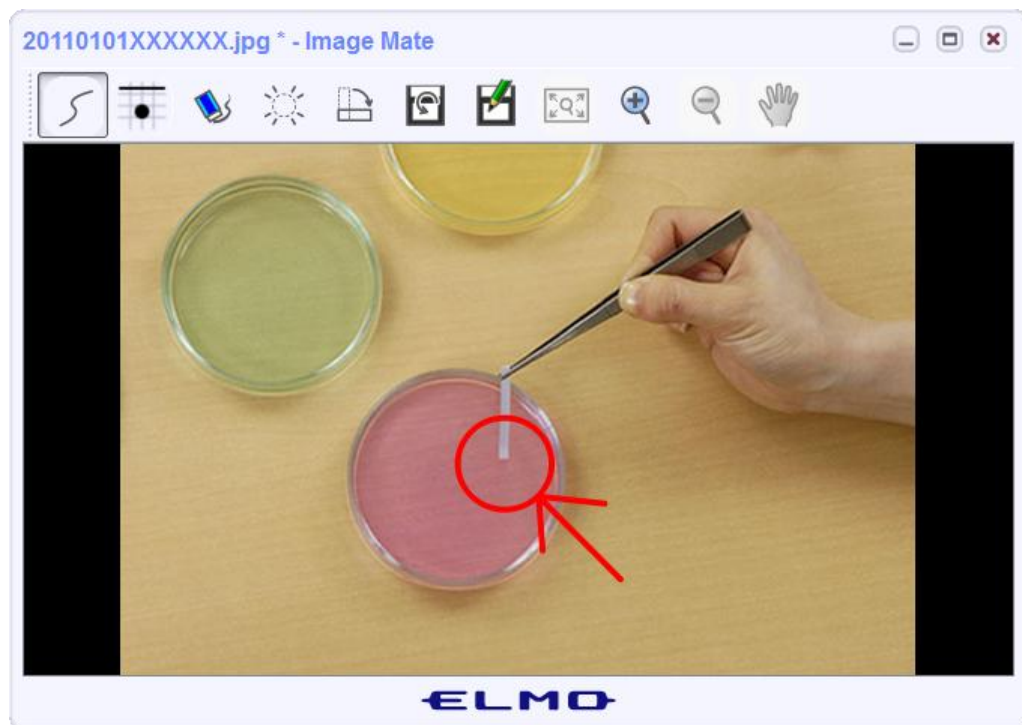
## Note

- Transparency can be selected using expert mode at the [Settings Window](#).

## Drawing a Figure

### 1. Draw a figure

You can draw figures on captured still images, live images from the document camera, displayed still images and, when you use Windows, recorded mp4 files.

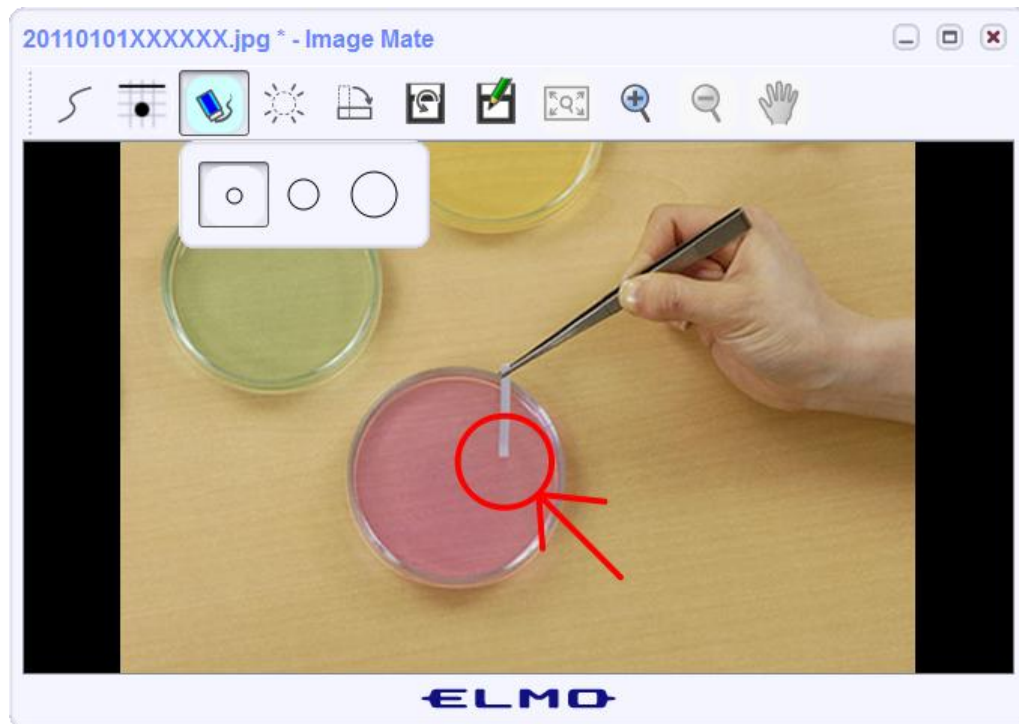


## Deleting a Figure




You can erase figures you have drawn on still images and movies. You can erase either partially or completely (Clear All).

### ■ When Erasing Partially

1. Select



2. Select the size of the eraser

Icon	Name	Details
	Small	Erase using a small eraser.
	Medium	Erase using a medium eraser.
	Large	Erase using a large eraser.



### Note

- The Eraser Settings Window is closed if a certain amount of time passes after it is displayed or after the cursor is moved inside the window and then outside the window.

### 3. Erase the figure



### ■ When Erasing Completely (Clear All)

1. Select 




All drawings are erased.

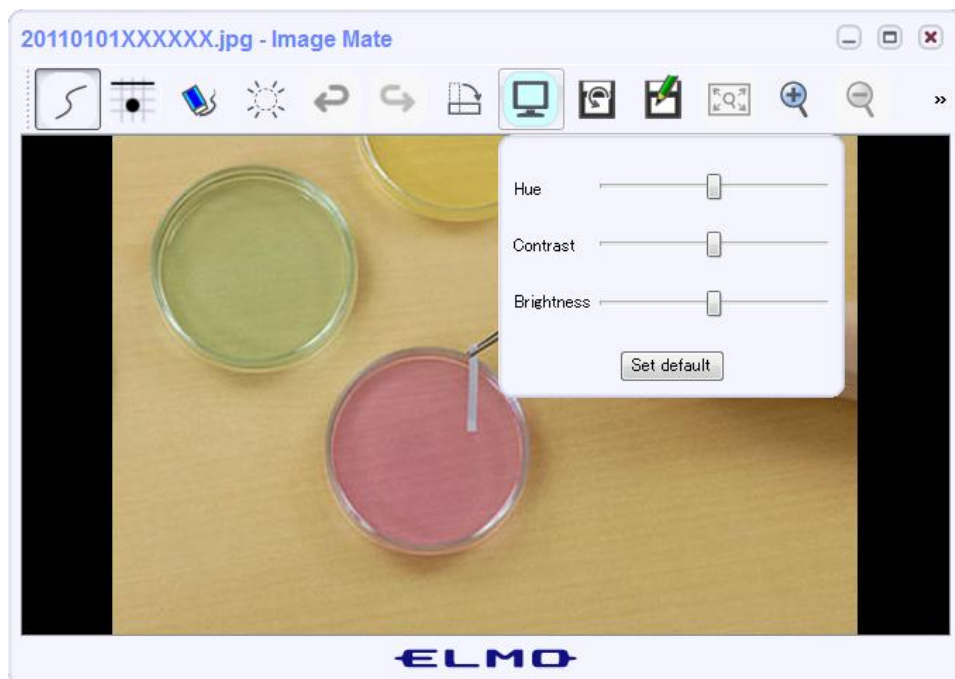
# Adjusting an Image

The hue, contrast, and brightness of a still image can be changed. This is effective when captured images are difficult to make out.



- Image adjustment can be used in the expert mode of the [Settings Window](#).

1. Select  to open the Image Adjustment Window.



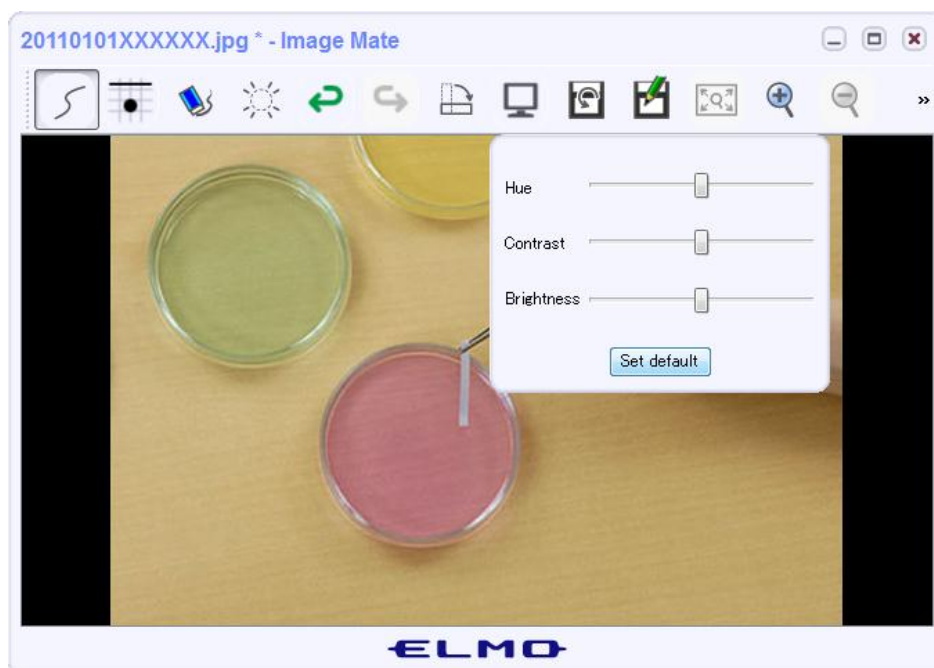
2. Move the sliders to adjust the image.



Name	Details
Hue	Change the hue of the image.
Contrast	Change the contrast of the image. If the slider is moved to the left, the image becomes blurred. If the slider is moved to the right, the image becomes clearer.
Brightness	Change the brightness of the image. If the slider is moved to the left, the image becomes darker. If the slider is moved to the right, the image becomes brighter.


### 3. Cancelling changes

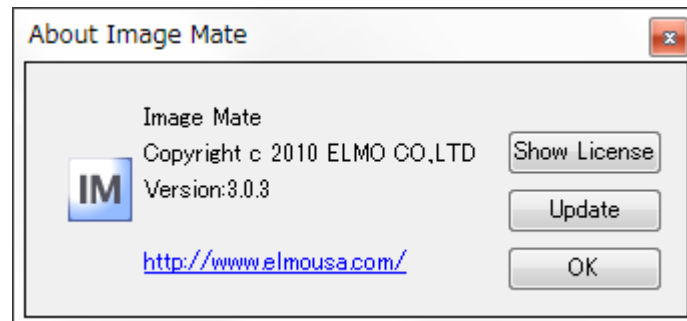
Select the  button to return all settings to their default settings.




# Check the Software Version

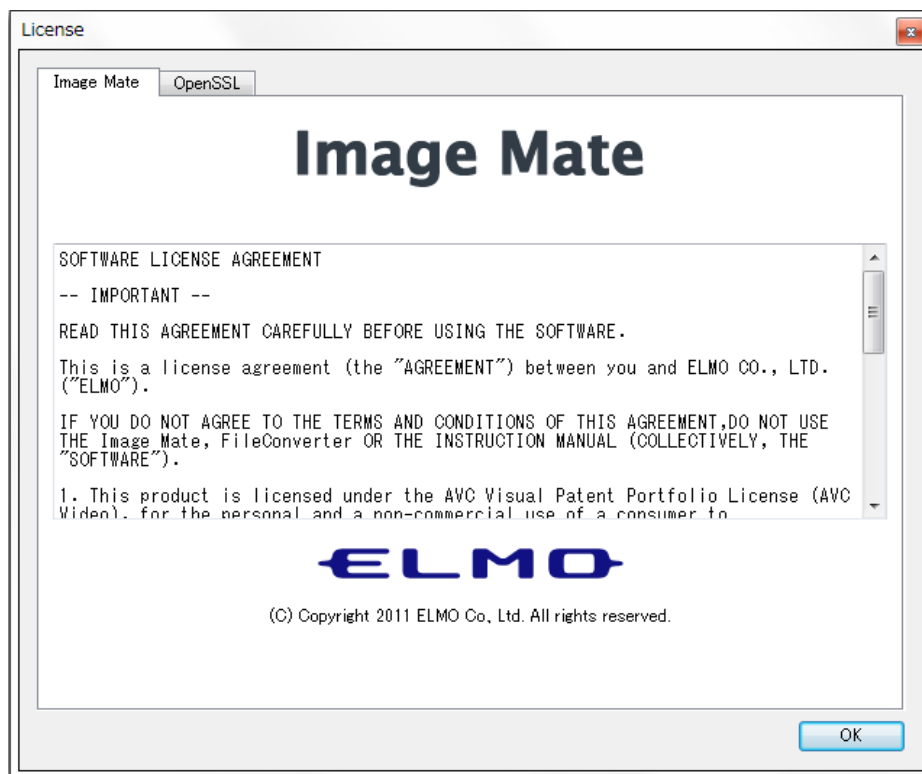
## Check the Software Version

1. Select  to open "About Image Mate" window.



## Verify the License

1. Select  to open the License Display window.



## Update the Image Mate Manually (Windows only)

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1. Select .



### **Note**

- It may take some time before the update starts.
- If you cannot complete the update, check your computer network environment or the proxy setting in the settings window.

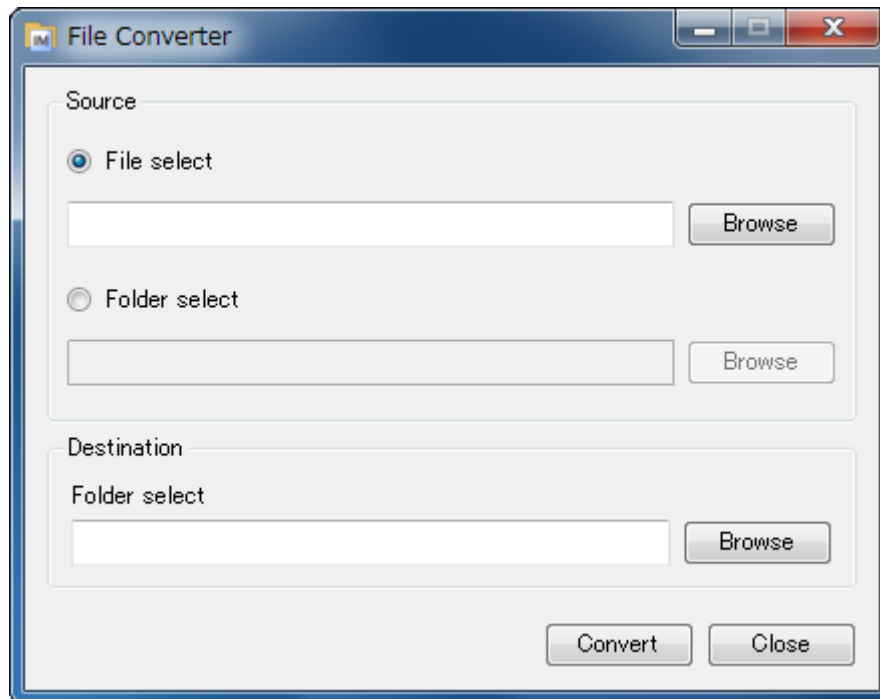
# File Converter

## Using File Converter

File Converter converts selected files into an image format that can be read by the SD card in the device.

The source file formats are BMP and JPEG.

If you are using a computer running Windows, click **Start**, point to **All Programs**, **ELMO**, **Image Mate**, and then click **File Converter**. The following window appears.



Item	Details
File select	Select the source file to be converted.
Folder select	Select the source folder containing the files to be converted. All files in the specified folder are converted. <ul style="list-style-type: none"><li>Files in the subfolders of the specified folder are not converted.</li></ul>
Destination	Select the folder in which to save the converted images.
Convert	The source files selected using File Select or Folder Select is converted.
Close	Exit File Converter.

# Troubleshooting

If trouble occurs or if you have any questions, refer to this section first.

If the problem is not resolved, refer to the warranty, and then contact the place of purchase.

## **[The Document Camera is not connected] is displayed in the Main Window.**

Is the power for the document camera turned on?	Turn on the power for the document camera.
Are the document camera and computer connected by a USB cable?	Connect the document camera and computer using the USB cable included with the document camera.
Is the document camera setting set to "Mass Storage Mode"?	If the document camera setting is set to "Mass Storage", the document camera cannot be connected. Change the document camera setting to "Application". *For details, refer to the Instruction Manual of the document camera you are using.

## **Live video or recorded video is not smooth.**

Are the live video display window and recorded video display window open simultaneously?	Depending on the using environment, opening the live video display window and recorded video display window may give too much load to your computer and the video may not be smooth. Closing one of the windows may improve the problem.
Is the resolution set to high (such as 1920 x 1080)?	If the resolution is set to high, the video may not be smooth. Set the resolution to low (such as 640 x 480) from the setting window. ※When using MO-1/MO-1w or when your document camera is set to UVC mode, the resolution can be changed from the setting window. ※When your document camera is set to Application mode, the resolution can be changed with the switch of the document camera. (Refer to the respective user manual for detail of the setting procedure.)

## **An error message appears in the TWAIN selection screen.**

A file that is required was not installed successfully.	Uninstall the Image Mate and install it again.
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# Reference

## Disclaimer

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- (ii) Our software may not function as intended due to compatibility issues with the peripheral devices and installed softwares.
- (iii) ELMO Co., Ltd. cannot be held responsible for either direct or indirect damages suffered by users while using our software.

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